

## **2.0 PROCESS**

### **2.1 Summary**

The self-evaluation was developed through a multi-review process utilizing information gathered from various sources. Information was gathered from other municipalities' self-evaluation reports, ADA technical guides from various states, federal agencies, and nonprofit organizations. Brainstorming sessions were held with Department division and program staff; interviews with Department division and program staff. Preparation of the staff survey questionnaire was done in consultations with the State Commission on Persons with Disabilities. Review of the Department's published rules and regulations and review of applicable City ordinances was completed by designated staff. A draft self-evaluation report was reviewed and commented upon by the ADA Advisory Council.

### **2.2 Technical Guides and Research**

The self evaluation process was developed by researching and reviewing municipal parks and recreation agencies' self-evaluation reports and other government resource materials. Reports which were reviewed include reports from the City of Santa Cruz, the Department of Human Services of the State of Hawaii (draft), and the Department of Parks and Recreation, County of Hawaii (draft). Particularly helpful was the ADA Title II Action Guide for State and Local Governments by Adaptive Environments Center, Inc. The action guide was written and produced by Adaptive Environments Center, Inc., under contract to Barrier Free Environments, Inc., through National Institute on Disability and Rehabilitation Research grant #H133D10122. The survey instrument used by the evaluation team was adapted from the sample survey in the action guide. The State Commission on Persons with Disabilities has been invaluable in providing technical assistance and consultation on various issues and questions concerning use of the survey and the self-evaluation report.

### **2.3 Brainstorming Session**

The Department of Parks and Recreation provides a broad spectrum of benefits, recreational programs, and services to the public through parks and facilities as well as through specific programs and services. As part of this self-evaluation, a brainstorming session was conducted with personnel from all divisions of the Department to identify as completely as possible the broad scope of benefits, programs and services provided by

the Department. Included were the director, deputy director, and division heads. Also included were key staff representatives from each division: botanic gardens specialists, recreation district managers and supervisors, administrative assistants, Recreation Support Services coordinators, and management specialists. The purpose of the brainstorming session was to identify any and all activities, programs, and services provided by the Department. Following is a list of benefits, recreational programs and services provided by the Department generated from the brainstorm session:

#### DPR Program

Supplementary Labor Unit, CSSB Placement  
Service Projects (i.e. Eagle Scout Projects)  
Memorandums of Agreement  
Partnerships with and without written agreements  
Beach Cleaning, Trash Pick-up  
Adopt-a-Park  
Swimming Pools: Free/Lap swim, pool lifts  
Sanitoids, maintenance of facilities  
Beach Mats, Beach Access Chair  
Park Use Permits:  
    Dog Park - Classes  
    Polling sites  
Drop-in ceramics: Kilns, Pottery Wheels  
Universal gyms

#### Organized/Supervised Activities by DPR

Summer Fun  
Fishing  
Recreation Classes  
Special Events  
People's Open Market  
Volunteers:  
    Jr. Leaders  
    Adult Volunteers  
Senior Sports Leagues  
Workshops - training  
Senior Citizens Clubs  
Camping  
Youth Leagues, Adult sports leagues  
Field Trips  
Tutoring  
Summer Plus Program  
Jr. Lifeguard Program  
Garden tours, hikes, fishing program  
Educational classes  
Support group activities - Friends of...  
Community Gardens

Teen Councils, Teen Zone in Parks, drop-in centers  
Teen Service Projects  
Interession (recreation child care programs)  
Ocean recreation - surfing, boogie board, etc  
Canoe ride  
student interns/field work

#### Benefits

research  
Social Ethnic  
Positive Values  
Economics (\$)  
Environmental  
Individual, Physical well being  
reduce stress, Mental Health  
Educate!  
Maintain parks/facilities, clean facilities  
Job recruitment  
emergency shelter management  
Self - Directed Activities/Opportunities  
(provisions for...) e.g., access to beach/shoreline, etc.  
Opposite/complementary of structured/organized supervised activities.

#### Facilities - outdoor self-directed use

Campsites  
bike paths/jogging/walking  
children's play apparatus  
bridges  
gardens, hiking trails, lake  
picnic sites  
rugby, football, baseball and softball fields  
tennis courts, volleyball and basketball courts  
swimming pools  
beaches  
archery range  
skate parks  
canoe/kayaks halau  
Boat ramps  
racquetball courts  
drinking fountains, showers (beach/camp), ornamental  
fountains/waterfalls  
benches  
comfort station  
bleachers  
exercise stations  
batting cages, dugouts, score booths  
Natatorium  
boxing facility/gyms/recreation centers

pavilions  
parking lot  
Haiku stairs  
fish ponds  
memorials  
model car track  
surfboard racks  
Bandstand/Grandstand  
BMX track  
model airplane field  
kite flying  
rocket launching  
shooting range  
horse stables, riding Facility  
picnic tables  
food concessions  
Tram concession  
Snorkel concession  
Beach chair/Beach mats  
Labeled plants  
Tree trimming/Planting/removal  
pay telephones  
State Historic Preservation site  
Art work  
tetherball poles  
horseshoe pit  
lawn bowling green

#### Communication

Signage  
Brochures/Flyers  
public service announcements/Advertising  
Newspaper  
TV  
Web  
Cashier  
registration process  
information telephone/referral  
public hearing/public meetings

#### Other

Waipahu Cultural Garden Park  
Makiki Library

## **2.4 Staff Survey**

The survey worksheet from ADA Title II Action Guide for State and Local Governments by the Adaptive Environments Center, Inc. was completed by each division of the Department to assess benefits, programs and services under the operational management of the respective division--Personnel, Management Services, Maintenance Support Services, Beautification and Botanic Gardens, and Park Maintenance and Recreation Services. The survey consisted of the following sections:

1. General Policies and Practices Review

A. Internal Program Operations

- 1). Reasonable Program Modifications
- 2). Surcharges and Additional Requirements
- 3). Integrated Settings and Separate Programs

B. External Relationships

- 1). Contracting with External Organizations
- 2). Procurement Contracts
- 3). Licensing and Certification

2. Communication Access Assessment

- A. Visual Communication
- B. Aural/Oral Communication
- C. Primary Consideration (preference)
- D. Telephone Communication
- E. Telephone Emergency Services
- F. Emergency Warning and Evacuation
- G. Access Information

3. Communication Summary and Action Plan

**2.5 Interviews with Division Heads and Program Staff**

Follow-up interviews were held with supervisors and staff in each division to clarify and expand upon the initial surveys.

**2.6 Organization of the Self-Evaluation Report**

The self-evaluation process found some practices and issues of concern to be applicable to all divisions, thereby having department-wide impact. These are addressed in Section 6.0 General Practices Review: Part I - Overall Findings and Recommendations. The goal of the Department is to include the findings and recommendations in this section in a departmental

access policy and implementation manual. Part II - Division Reports describes the functions of each division, specific programs or practices for comment, and recommended actions. Each division should develop specific plans, strategies, and policies to implement the recommendations.